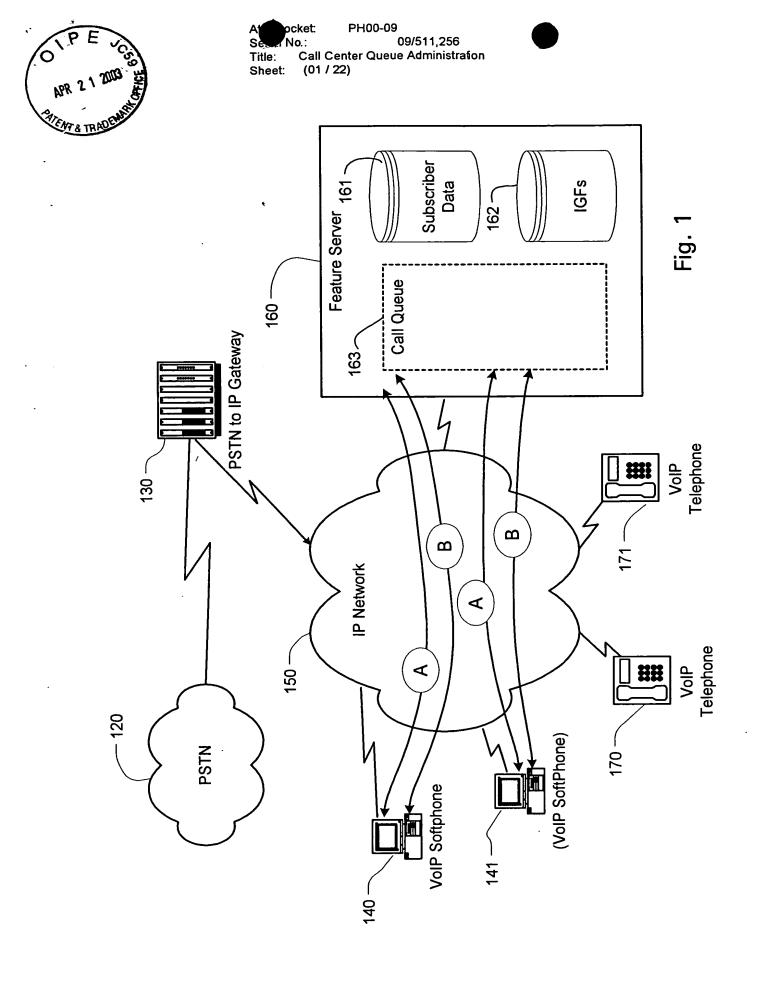
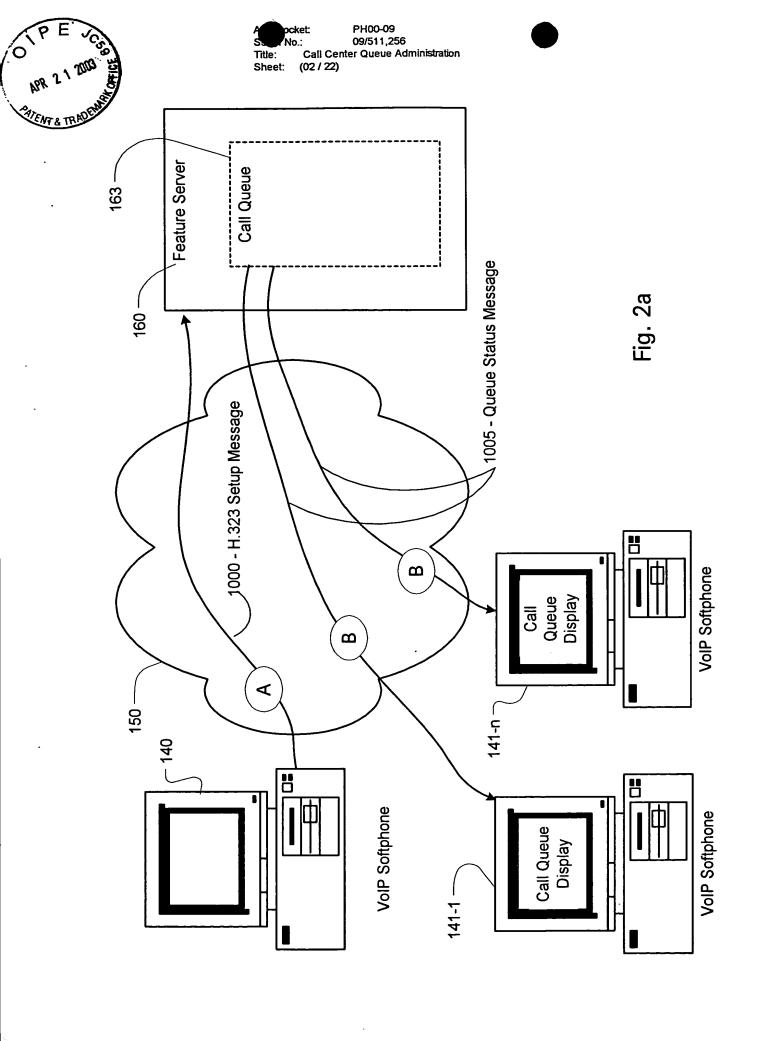
Serial Number:

09/511,256

## **Amendments to Drawing Figures**

Figures 1 through 4C, 6, 7, 7-1, and 7-4 have been redrawn to fit within the required top an left margins and replacement sheets are enclosed therefor.



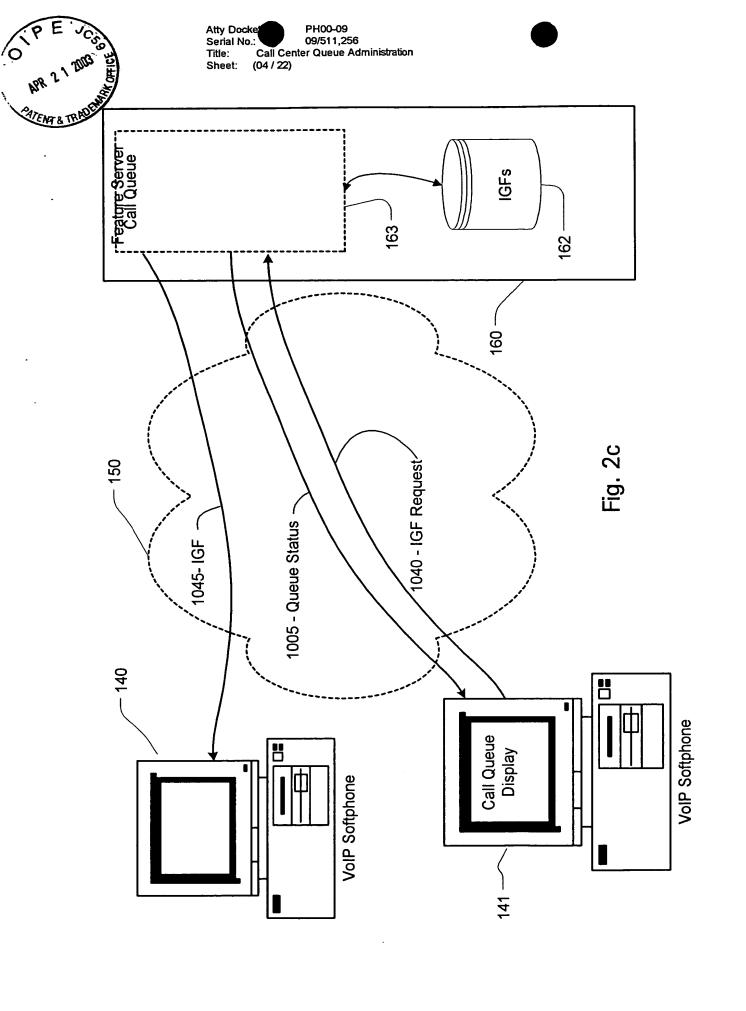


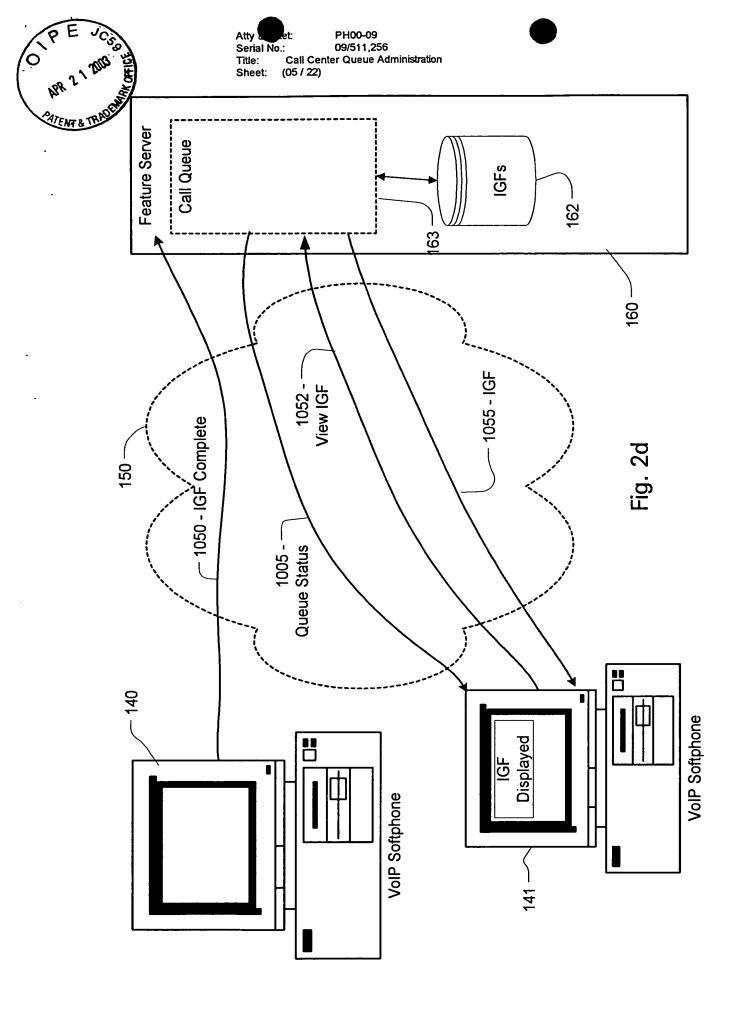
ket: PH00-09

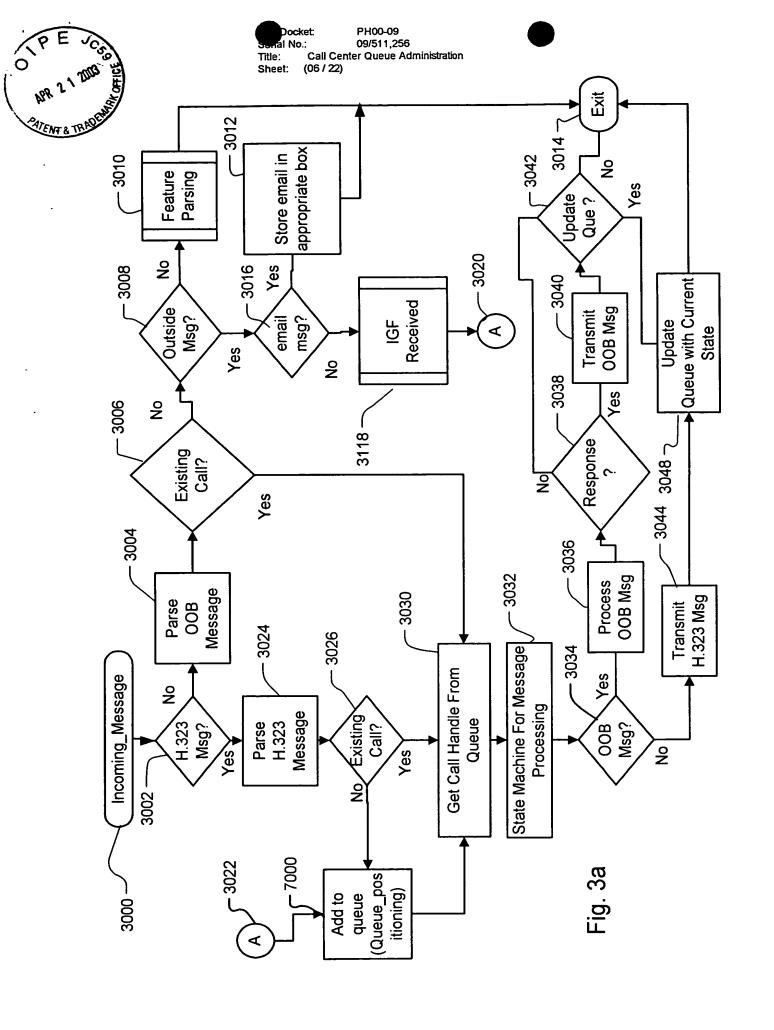
b.: 09/511,256

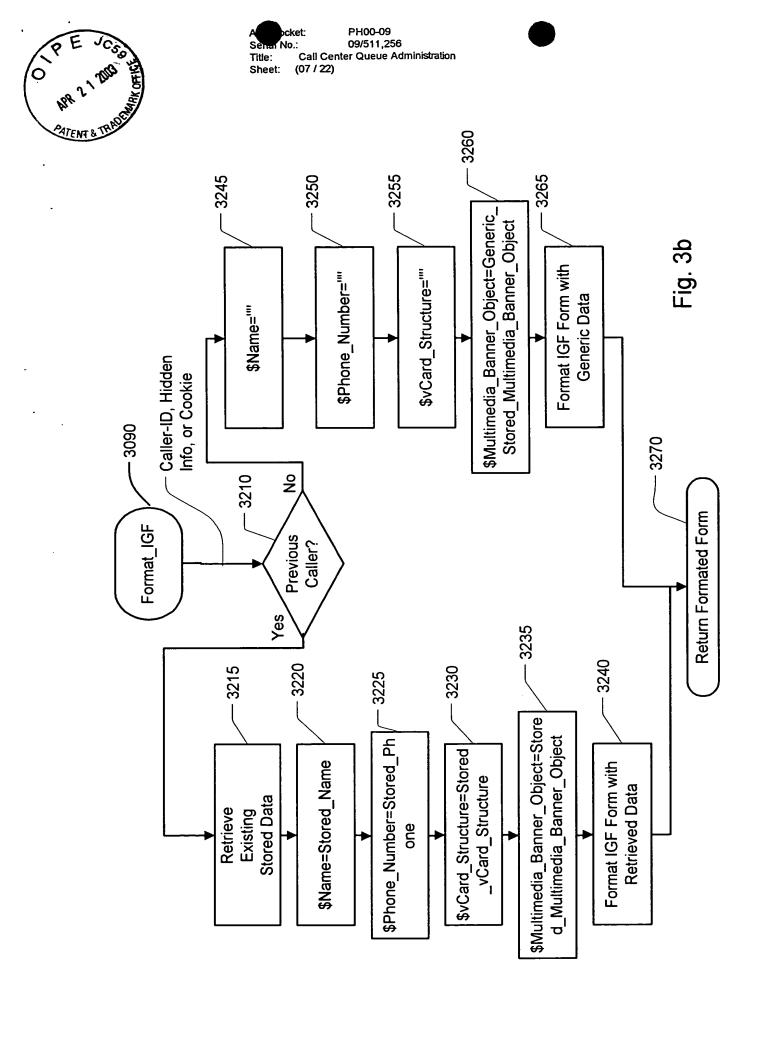
Call Center Queue Administration
(03 / 22) Title: Sheet: Feature Server 160 – Call Fig. 2b 1020 - 1015 1025 -1010IP Network 150 1005 1000 4 \*\* VoIP Softphone Call Queue Display ö VolP Softphone 1030 -

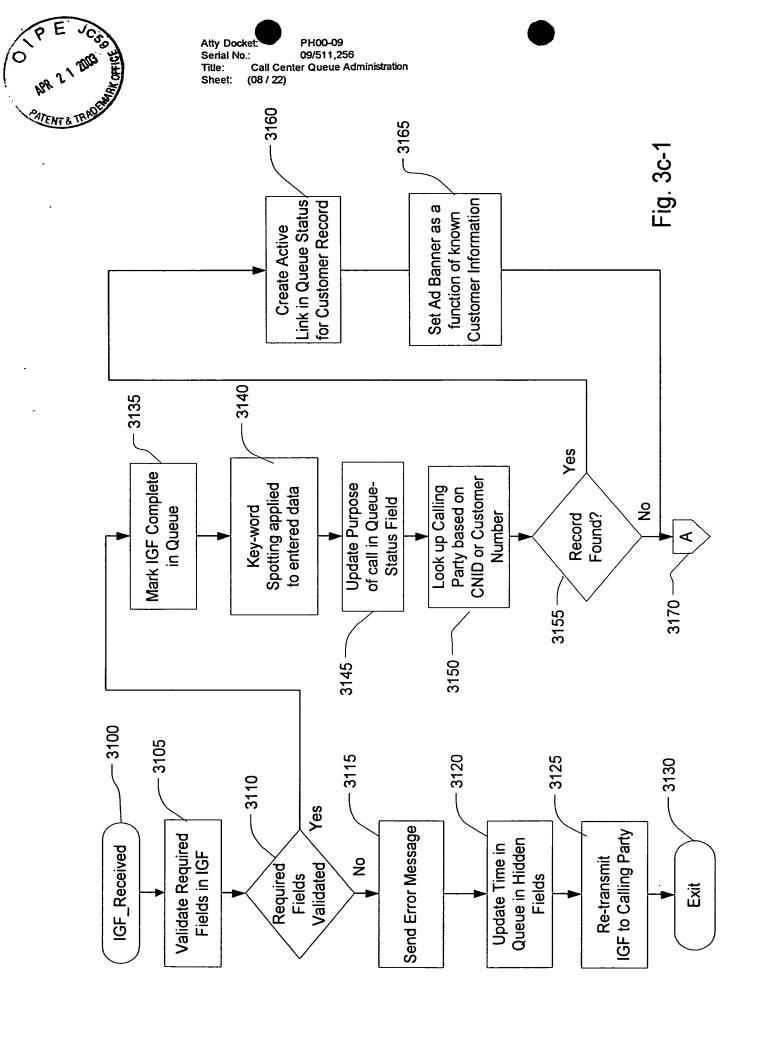
ı.

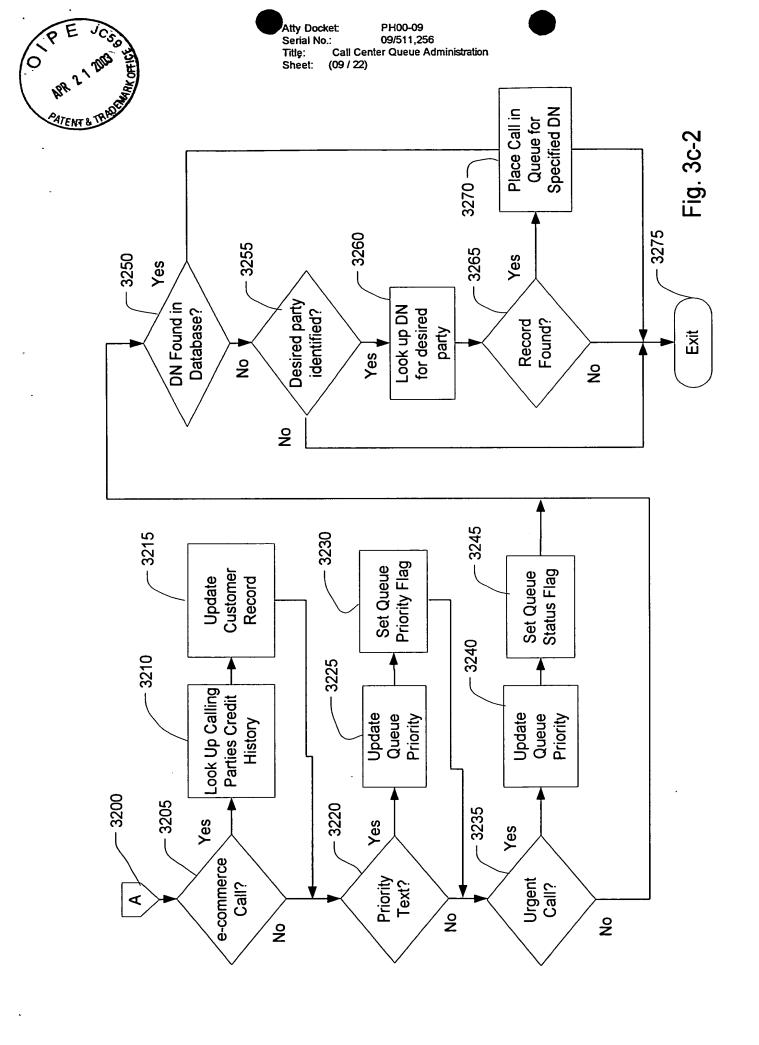














0 7 4070 7 4080	Purpose Urgent or of Call Priority	Cust. Service P	Jnknown	Order Entry
<b>– 4050 – 4060</b>	Called Party or DN	(Main Number)	Buster	Kyle
	Time in Queue	00:01:23	00:03:23	00:01:03
4030 — 4040	IGF Status	Complete	00:03:02	Complete
4020 7 40	Queue Position	-	3	2
40	Return	>	Z	Z
4010	Caller-ID Name-Number	555-820-1994	Natasha 555-234-7654	555-743-8254
000		Sidney	Natash	Fred
4000	Time-Date of Call	13:05:06 12-25-99	13:08:02 12-25-99	13:06:00 12-25-99

Fig. 4a Call Queue Screen

Atty Docket: PH00-09
Serial No.: 09/511,256
Title: Call Center Queue Administra-

Sheet: (10 / 22)



xet: PH00-09
o.: 09/511,256
Call Center Queue Administration
(11 / 22) Arry Docket: Serial No.: Title: C

Sheet:

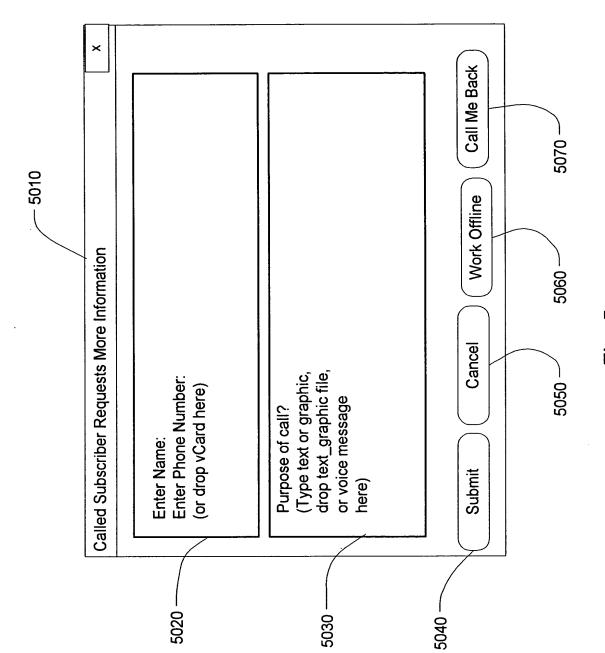


Fig. 5a



PH00-09
09/511,256
Call Center Queue Administration
(12 / 22) Atty Docket Serial No.: Title:

Sheet:

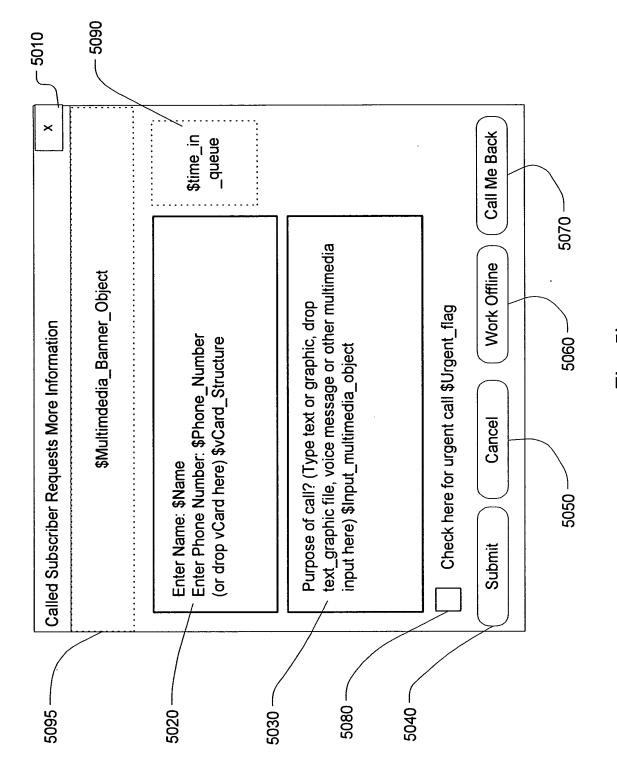
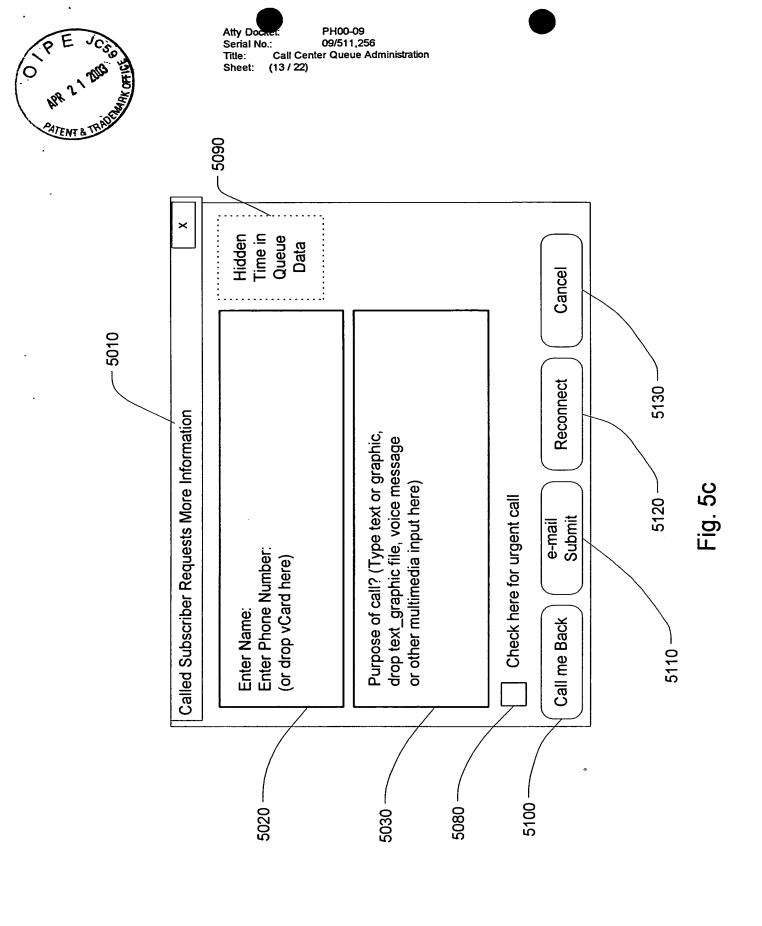
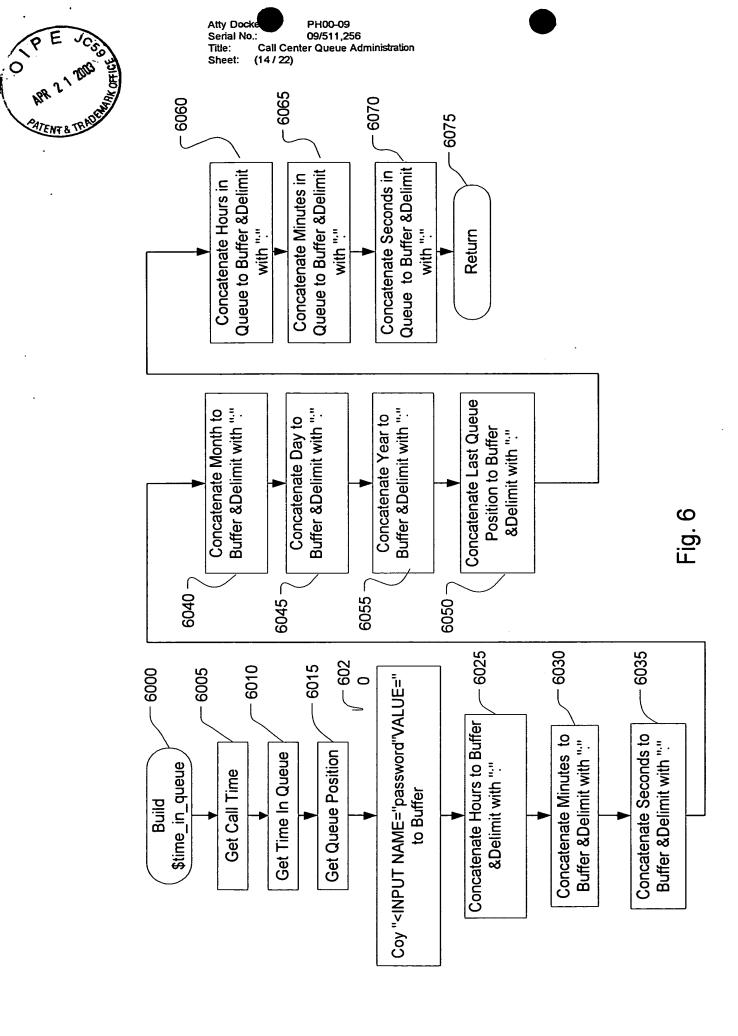


Fig. 5b







Atty et: PH00-09
Seria::: 09/511,256
Title: Call Center Queue Administration
Sheet: (15 / 22)

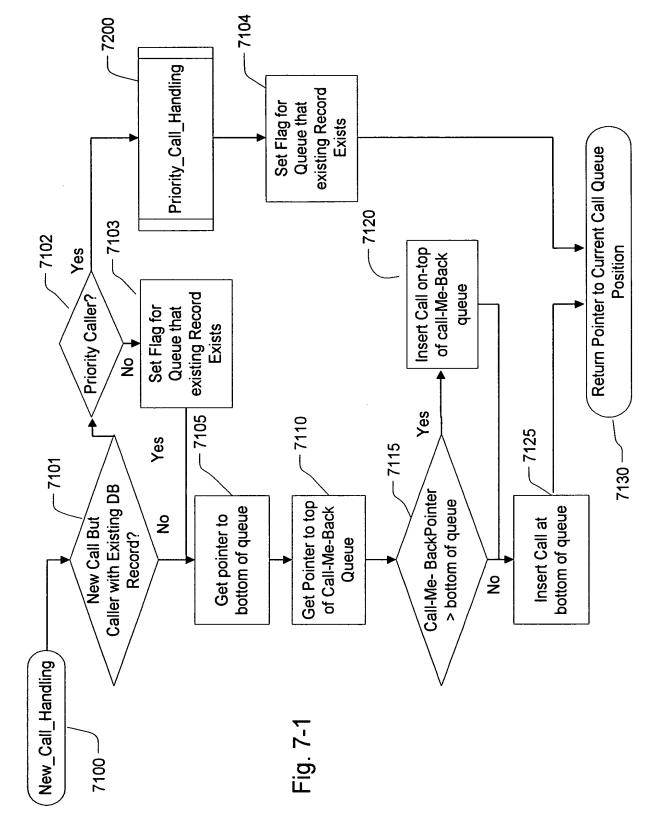
Fig. 7 - 7400 7500 7100 - 7300 7200 Reconnect\_Call\_Handling Call\_Me\_Back\_Handling Priority\_Call\_Handling Urgent\_Call\_Handling New\_Call\_Handling - 7010 7050 7020 7040 7030 Yes Yes Yes Yes Yes Return Handle to Call Reconnect? **New Call?** Call Me? Urgent Call? Priority Call? 2 ဗိ S S ဍ Queue\_positioning 7060 7000



Atty Docket: Serial No.: PH00-09

09/511,256
Call Center Queue Administration Title: Sheet:

(16/22)

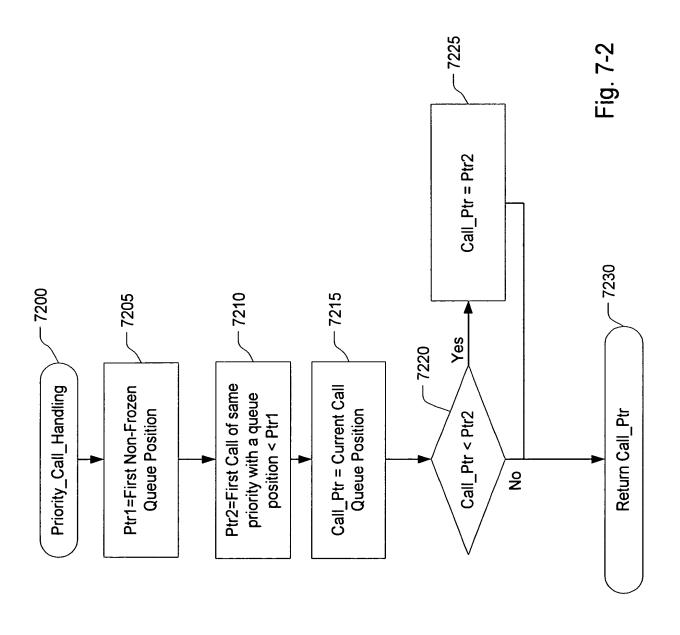




sket: PH00-09

b.: 09/511,256

Call Center Queue Administration
(17 / 22) Title: Sheet:



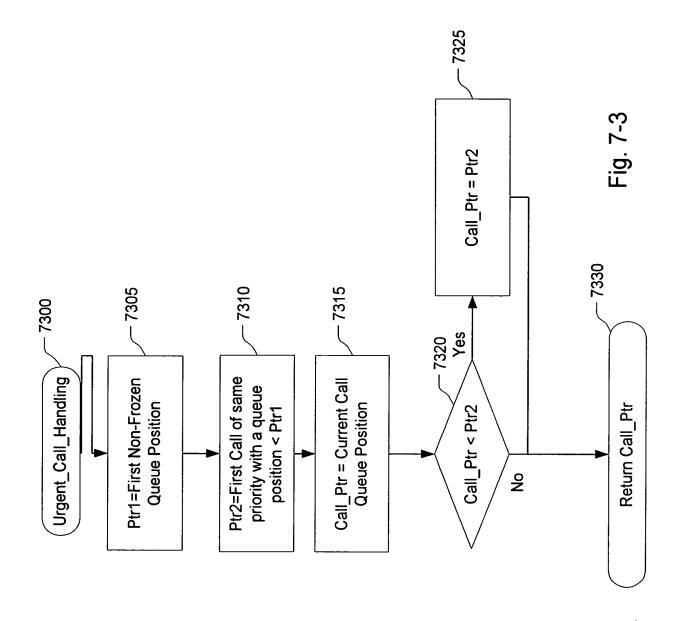


Atty Docket: Serial No.: Title: Ca Sheet: (18

ket: PH00-09

b.: 09/511,256

Call Center Queue Administration
(18 / 22)

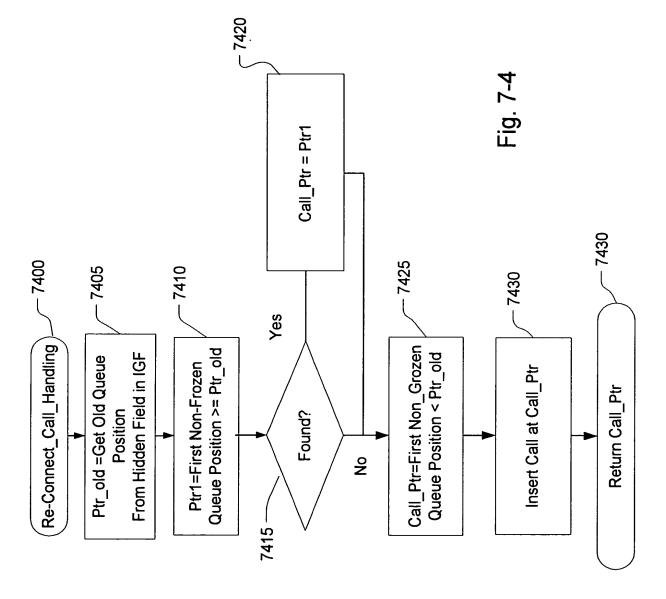




ket: PH00-09

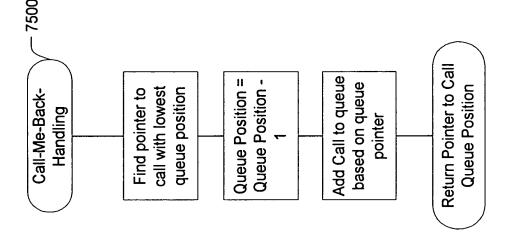
b.: 09/511,256

Call Center Queue Administration
(19 / 22) Atty ke Serial No.: Title: Sheet: (\*\*





cet: PH00-09 09/511,256 Call Center Queue Administration (20 / 22) Atty Seria Title: Sheet:



Atty Docket: Serial No.: Title: Call Cen Sheet: (21 / 22) ret: PH00-09 .: 09/511,256 Call Center Queue Administration

Top of Queue	Next Call to be answered
	First Caller of Priority 2
_	Second Caller of Priority 2
Top of Call-Back Queue	Call with Downward Frozen Call Position
San't Advance past Frozen Entry	3rd Caller of Priority 2
Top of Call-Back Entries	Next Call to be "Called Back"
Bottom of Queue	Last Call to be "Called Back"
,	

